



## Assistant Director, Social Services - Benefits Programs

**Department:** Social Services

**EEO Code:** 22

**Class Code:** 4114

**FLSA:** E

**Effective:** 01/12/1994

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### **GENERAL STATEMENT OF DUTIES:**

Under administrative direction; performs work of considerable difficulty in managing, supervising and coordinating activities of the Division of Financial Assistance in the Department of Social Services; and performs other work as required

### **SPECIFIC STATEMENT OF DUTIES:**

Plans, organizes and supervises the work of eligibility programs; assists in setting goals and objectives of units; reviews work of Eligibility Supervisors; develops local operating guidelines and procedures; interprets and implements new policy; monitors programs and develops methods of quality control and case review; assesses training needs and assists in provision of training for eligibility staff and with other joint training within the agency; trains and consults on difficult regulations and cases with supervises; seeks clarification from outside resources as needed; evaluates and assesses programs and their effectiveness and recommends needed changes; interprets agency programs to public; speaks to community groups; interviews applicants and recommends hiring; counsels and evaluates staff; prepares monthly and special reports to Director and other special assignments as required; prepares eligibility agenda for Board and presents information as needed; and performs other work as required.

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

Considerable knowledge of public assistance programs, policies and regulations; of effective supervisory principal and techniques. Considerable skill in understanding and interpreting regulations and presenting ideas and recommendations clearly and concisely both orally and in writing; in leading and supervising eligibility staff; in planning and organizing assistance activities; in establishing and maintaining effective working relationships with other employees, agencies and the public; in maintaining quality standards in case coverage review.

### **MINIMUM EDUCATION AND EXPERIENCE:**

Completion of the core curriculum for baccalaureate level major in social work or related field and five years of managerial experience in eligibility work; or an equivalent combination of training and experience.

### **ADDITIONAL REQUIREMENTS:**

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
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